Information Systems User Guide

Using NTU Wireless Services

This userguide will outline how to connect to university services using the wireless services that available to NTU staff and students both on and off campus.

It assumes that you know already know how to configure the wireless facility on your device and that you know how to scan for available wireless services.

If you're not sure how to do this, some very general guidance has been provided, but you should refer to your device manual for more detailed advice.

NOTTINGHAM TRENT UNIVERSITY

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1 Introduction

The wireless service supports wireless PCs, PDAs and Macs, and allows access to the Internet and web-based applications such as NTUanywhere and Outlook Web Access.

1.1 Security

We recommend that you take every precaution in maintaining the security of your account at all times - do not leave your wireless device unattended. It is your responsibility to protect your personal information such as your password at all times. Always make sure that nobody is looking over your shoulder when you are typing in your personal information, try and memorise your password, don't leave documentation with key personal data on it for others to see, and log-off properly and promptly when you have finished. We also recommend that you only access the Wireless Network if you have a personal firewall installed on your laptop.

To access network resources, you will need to:

- Associate with a Wireless Access Point
- Assign an IP address via the DHCP service
- Authenticate at the Wireless Gateway

2 On Campus

Wireless hotspots are available in various locations and buildings across all three campuses. These locations will increase and change as wireless is rolled out and buildings are re-generated. A list of on campus hotspots is available at http://www.ntu.ac.uk/information_systems/document_uploads/93975.pdf

To associate with a hotspot on campus you need to ensure that the wireless service is running on your device.

- Double click on the wireless icon in your system tray
- Select search for wireless service
- The Service Set Identifier (SSID) for NTU is **ntuwirenet1**

If you encounter any problems, you may need to manually configure your wireless laptop. Instructions on how to do this are included in section **6 - Manually Connecting to the Wireless Network**.

Newton & Arkwright users should see this page for info on using the following wireless access points:

ntu-staff

ntu-student

ntu-web

3 Off Campus

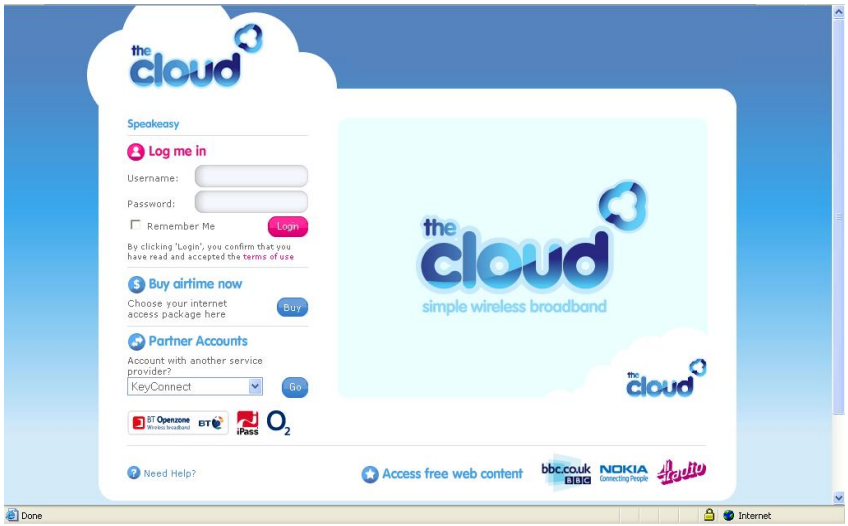
The off campus service is provided by "The Cloud" http://www.thecloud.net. The Cloud has thousands of great locations where wireless internet access is available. The sites include airports, pubs, hotels, restaurants, major sporting and entertainment venues and city networks like the City of London. You can search for hotspots by postcode or town, ideal for checking out coverage in an area you are planning to visit. If you're not too familiar with the local area, know the postcode where you are, or the street names, you can search for wireless hotspots when you get there. http://www.thecloud.net/about-us/our-world/locations

4 Connecting to The Cloud

To connect to The Cloud network

- Double click on the **wireless icon** in your system tray
- Search for **wireless services** and connect to any service advertising **The Cloud SSID**

When you have connected to 'The Cloud's' network you will see the 'Welcome' web page displayed in your browser.



The Nottingham Trent University is an 'Account Partner' with The Cloud and all registered users with an NTU username and password can freely use the services.

4.1 Connect to the Partner Account

- Select **KeyConnect** from the drop down menu in the **Partner Accounts** section on the page

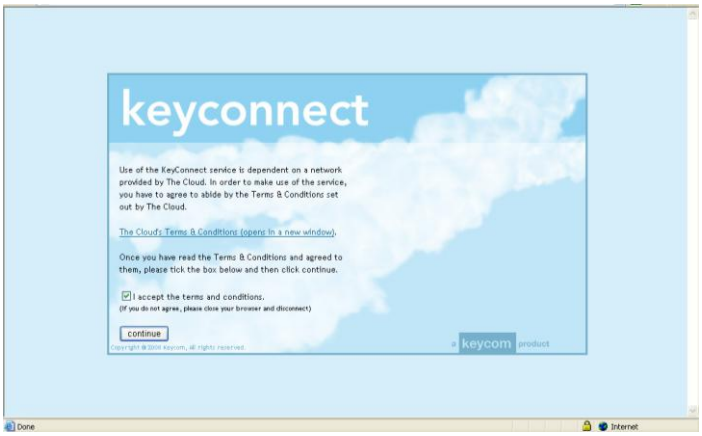
This will open up a second 'Welcome' page and prompt you to enter your username and password.

- Enter your NTU username and password.

Just beneath the username and password boxes there is a drop down menu to select 'Service Provider'.

- For Nottingham Trent University select **NTU** from the drop down list
- Click on the **Sign In** button

Once you are connected you will see another window displayed outlining The Clouds terms and conditions. You will need to read these terms and conditions and agree to them.


keyconnect
Use of the KeyConnect service is dependent on a network provided by The Cloud. In order to make use of the service, you have to agree to abide by the Terms & Conditions set out by The Cloud.
The Cloud's Terms & Conditions (opens in a new window).
Once you have read the Terms & Conditions and agreed to them, please tick the box below and then click continue.
I accept the terms and conditions.
(If you do not agree, please close your browser and disconnect)
continue
keycom product
Done
Internet

- After you have read the terms and conditions check the **I accept the terms and conditions** box and click on the **continue** button

On accepting these terms, access to the internet is granted and another 'Welcome' message is briefly displayed along with 'The Clouds Home Page' and a Session Time/Logout Window.

You will now be able to use Outlook Web access http://outlook.ntu.ac.uk and connect with NTUanywhere http://www.ntu.ac.uk/ntyanywhere

5 Visiting Academic Institutions

If you are visiting another academic institution, you may be able to use the wireless services at that location and connect to the internet, authenticating back to your parent institution via the UK's **Joint Academic Network** (JANET). This network provides a common connection for the UK's and many international education and research organisations.

Nottingham Trent University participates in the **JANET Roaming Service** (JRS) (formally known as Eduroam) and visitors at any participating institutions can connect to their home services by associating with an on campus wireless access point. In addition, visitors are bound by the *Acceptable Use Policy* (AUP) at the home institution. By using these facilities on the NTU network users are also agreeing to the NTU's AUP.

Before you visit another HE institution you may want to review more Information for Visitors and check if the organisation participates by visiting the JANET website.

The service layer offered is: JRS tier 1 with SSID of "eduroam"

This network does not use WEP encryption and all wireless transmissions will be in the clear text unless you are using an encrypted protocol such as "https" for accessing secure web sites. Please bear this in mind if you are planning on using sensitive data (passwords, credit card details, personal information, confidential data etc). NTU will not be held liable for any security violation resulting that results from the transmission of data over this unencrypted wireless network.

Your wireless device should be configured to obtain its IP address via DHCP - if you are not sure, please contact your local technical support staff at your home institution.

Once you are connected to the wireless network and have an IP address, you should launch your web browser and enter any URL. You will be redirected to one of our Wireless Gateways using a secure web connection where you should enter your username and password. Once successfully authenticated, you will have access to a range of protocols.

NTU reserve the right to log network traffic in order to investigate abuse of the service. Please note that you will not be able to access any NTU application software, filestore or the charged printing system.

6 Manually Connecting to the On Campus Wireless

If you experience a problem connecting to the on campus wireless service, you have been unable to automatically scan and connect to the NTU Wireless Network, you may need to make a manual connection.

6.1 To Manually Connect

- You will need sufficient privileges on your laptop to create the Wireless Network Connection. This is often referred as **Administrator Rights**

Please be aware that all commands within this guide from her on are case sensitive, if there is a capital letter then that is what needs to be used on your laptop!

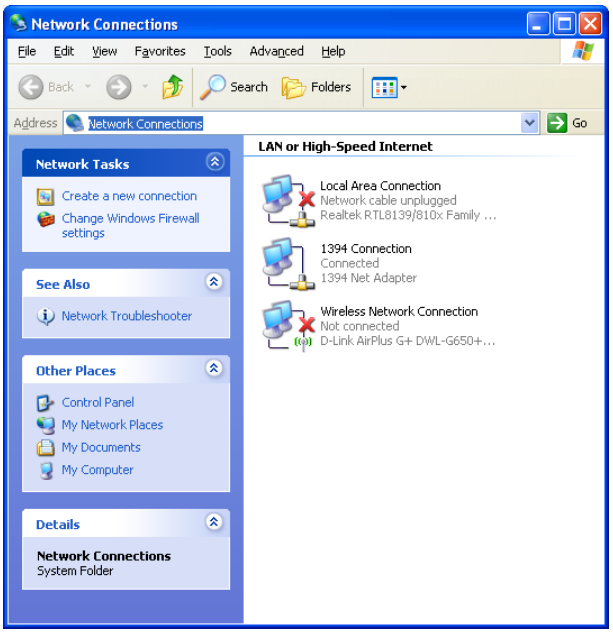
- Locate the **Wireless Network** icon in the System Tray

This icon means that the Wireless Network adapter is working but cannot or is not connected to a network.

- Double-click on the **Wireless Network** icon to open the **Network Connections** window

(If this icon does not appear in your system tray please refer to the **Appendix** at the end of this document)

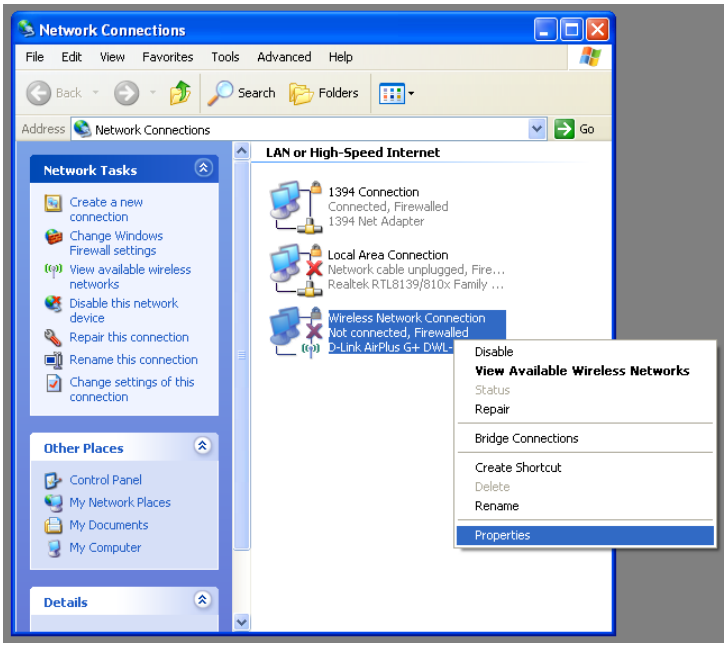
The Network Connections window will now be displayed.



This screen displays the current Network connections for your laptop.

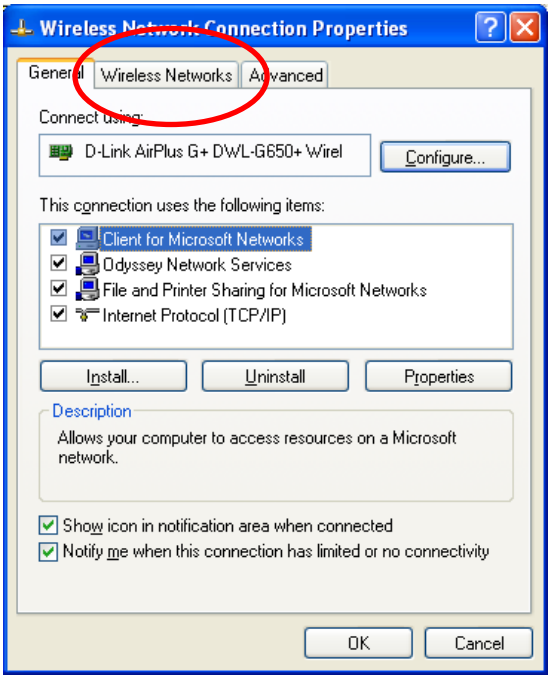
Note: the icon for the Wireless Network Connection includes an aerial symbol. This symbol should include green 'radiating' lines to show the card is working.

- Right-click on the **Wireless Network Connection** icon and select **Properties**

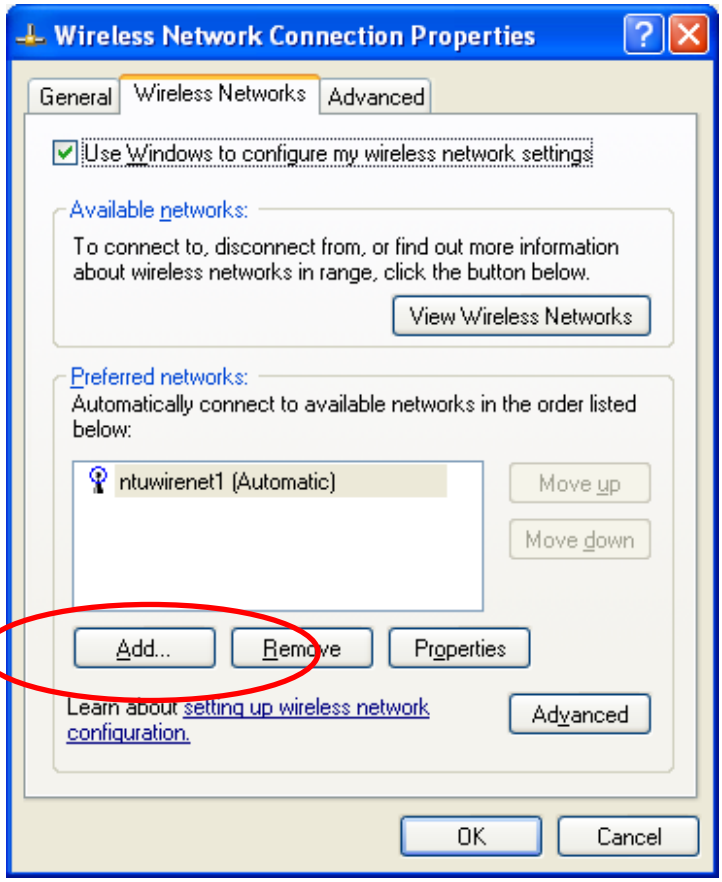


The Properties for this connection are displayed.

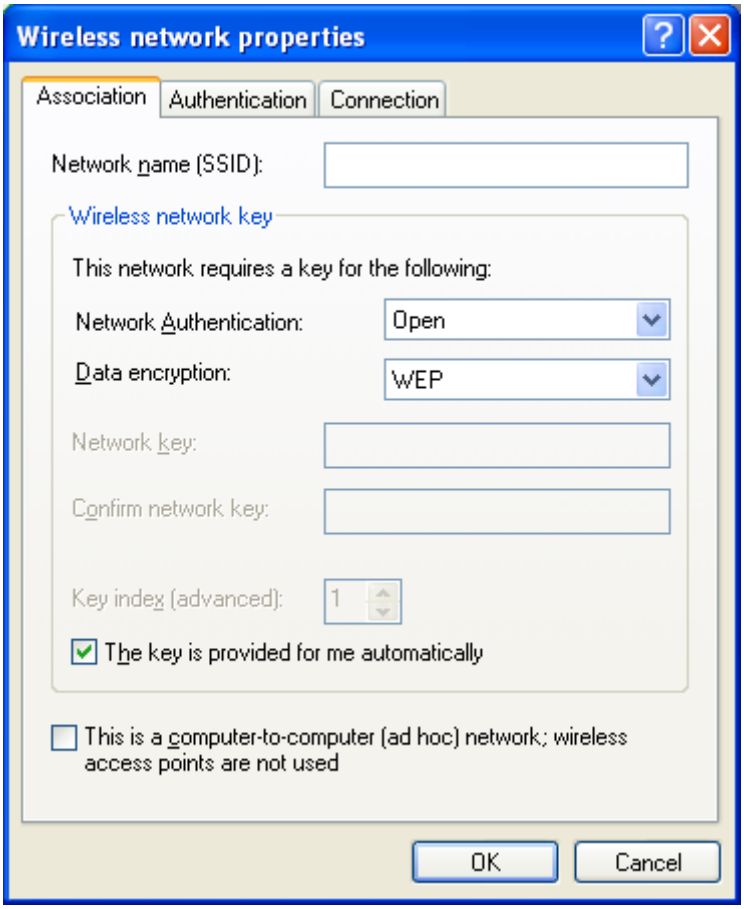
- Click on the **Wireless Networks** tab



- In the Preferred Networks section click on the **Add** button



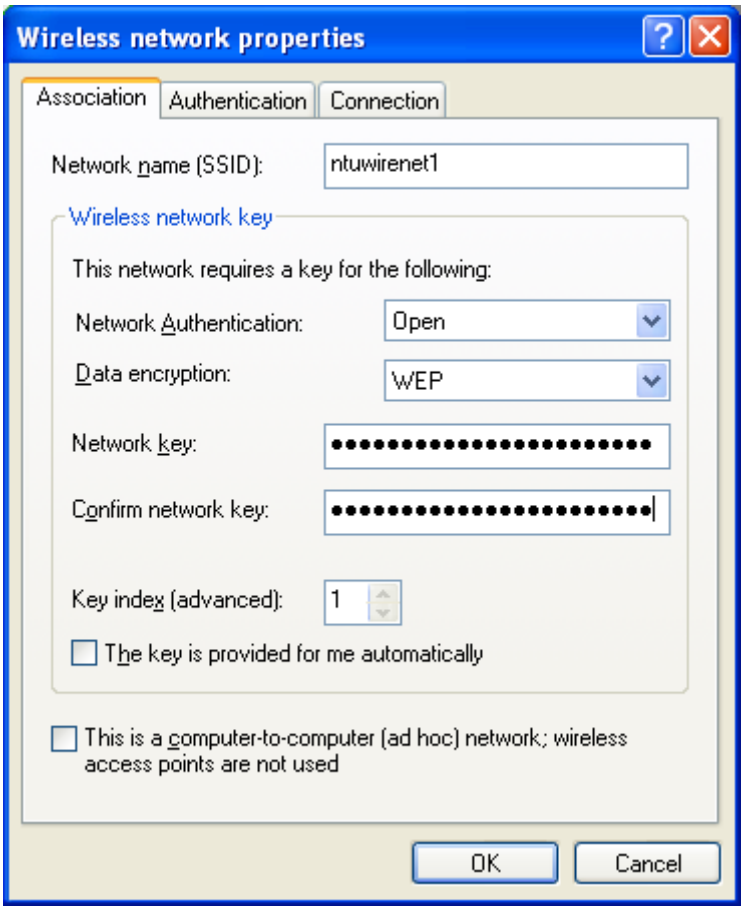
Using this window you can manually define how to connect to the NTU Wireless Network.



- Complete the fields in this Window with the following information

Network Name (SSID)	ntuwirenet1
Network Authentication	Open
Data Encryption	WEP
“The key is provided for me automatically”	Uncheck
Network Key	01158482311447527414191ABC
Confirm Network Key	01158482311447527414191ABC
Key Index (Advanced)	1
“This is a computer-to-computer (ad hoc) network; wireless access points are not used	Uncheck

Once complete the window will look like this



- When complete click on **OK**

You will now be back to the Network Connection Properties window.

- In the **Preferred Networks** box you will see the NTU Wireless Network definition displayed, shown as **ntuwirenet1**
- Click **OK** to finish
- You can now close the Network Connections window

Now you have defined the NTU Wireless Network connection your laptop will be attempting to connect.

- While it is searching for the Network the Icon in the System Tray will be displaying as shown:

If it successfully connects to the network the Icon will be as displayed here:

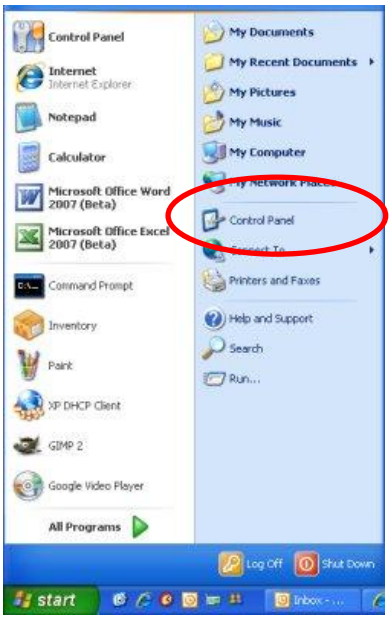
Congratulations! You have successfully connected to the NTU Wireless Network.

You can now access the Nottingham Trent University website and gain access to the Internet. You can connect to use Outlook Web access http://outlook.ntu.ac.uk and connect with NTUanywhere http://www.ntu.ac.uk/ntyanywhere

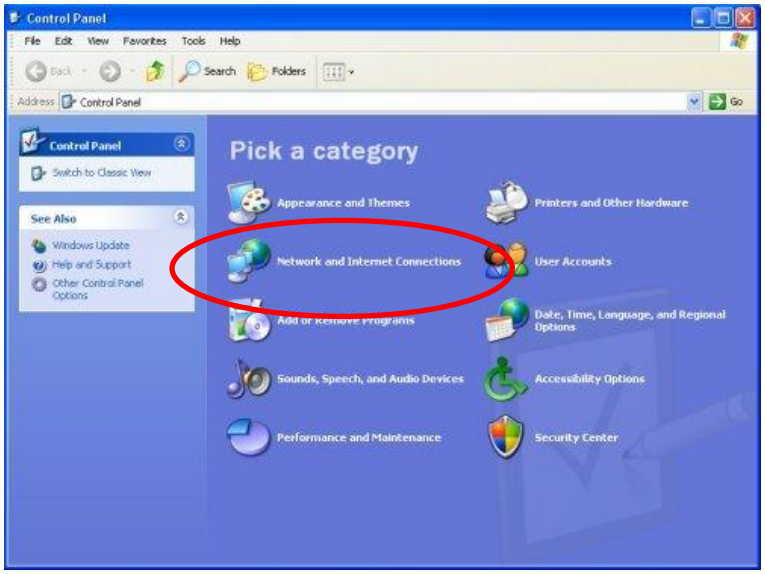
7 Appendix

For computers without the system tray icon please follow these steps before continuing to Step 2.

- Click on Start, then Control Panel



- Click on Network and Internet Connections



Click on Network Connections and follow the instructions outlined above and security, which is checked at log in.

- Type http://www.ntu.ac.uk/ntuanywhere/staffvpn in your internet browser

You will then see the same login screen as in section 3 and may need to follow section 3.1 if this is the first time you are using NTUanywhere.